



UNITED STATES PATENT AND TRADEMARK OFFICE

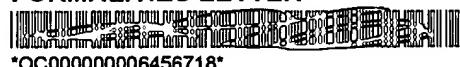


COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/898,573	07/03/2001	Charles E. Reddick	36968-259627

**CONFIRMATION NO. 2886**

**FORMALITIES LETTER**



\*OC000000006456718\*

John S. Pratt, Esq.  
Kilpatrick Stockton LLP  
Suite 2800  
1100 Peachtree Street  
Atlanta, GA 30309-4530

Date Mailed: 08/22/2001

**NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION**

**FILED UNDER 37 CFR 1.53(b)**

***Filing Date Granted***

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- o The oath or declaration is missing.  
*A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.*
- o To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- o The balance due by applicant is \$ 130.

The application is informal since it does not comply with the regulations for the reason(s) indicated below.

The required item(s) identified below must be timely submitted to avoid abandonment:

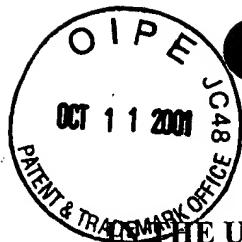
- o Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);

*A copy of this notice **MUST** be returned with the reply.*

### Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE



EL894963577US

✓

PATENT

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Charles E. Reddick et al.  
Serial No. : 09/898,573  
Filing Date : July 3, 2001  
Title : Software Support Guide System and Method  
Examiner : Unknown  
Group Art Unit : 2681

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Assistant Commissioner for Patents  
Attention: Box Missing Parts  
Washington, DC 20231

Dear Sir:

**RESPONSE TO NOTICE TO FILE MISSING PARTS**

Enclosed herewith for filing in the above-identified application are copies of the following documents:

- (1) NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION
- (2) Declarations of Charles E. Reddick and Roy Edward Glascoe, Jr.
- (3) Assignments by Charles E. Reddick and Roy Edward Glascoe, Jr.
- (4) Assignment Recordation Cover Sheet
- (5) Check number 38722 in the amount of \$130.00 (surcharge)
- (6) Check number 36678 in the amount of \$40.00 (Assignment Recordation Fee)
- (7) Substitute Drawing Sheets for Figs. 1, 2A, 3, 4, 5, 6, 7, 8, 9, and 11, having the appropriate margins in compliance with 37 CFR 1.84.

✓

The Commissioner is hereby authorized to charge any additional fees required by this action, or credit any overpayment to Deposit Account No. 16-1435. A duplicate of this sheet is attached for that purpose.

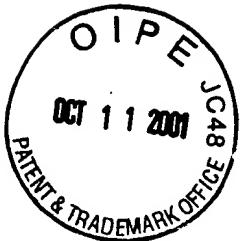
Respectfully submitted,

Date: 10/11/01

J. Michael Boggs  
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Reg. No. 46,563

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### EXPRESS MAIL CERTIFICATE

"Express Mail" Label No. : EL894963577US  
Date of Deposit : October 11, 2001  
Serial No. : 09/898,573  
Applicant(s) : Charles E. Reddick et al.  
Filing Date : July 3, 2001  
Title: SOFTWARE SUPPORT GUIDE SYSTEM  
AND METHOD  
Examiner : Unknown  
Group Art Unit : 2681  
Type of Document(s) : Response to Notice to File Missing Parts  
Copy of Notice to File Missing Parts  
Declaration for Patent Application (2 copies, one  
signature on each copy)  
Check #38722 – Late Declaration Surcharge  
Assignment (2 copies, one signature on each copy)  
Check #36678 – Assignment Recordation Fee  
Assignment Recordation Coversheet  
Substitute Drawing Sheets for Figures 1, 2A, 3, 4, 5,  
6, 7, 8, 9 and 11; Pages: 8  
Return Postcard

I hereby certify that the documents identified above are being deposited with the United States  
Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date  
indicated above and are addressed to the Assistant Commissioner for Patents, Attn: Box Missing  
Parts, Washington, D.C. 20231.

Madge Leonard (signature)  
Madge Leonard